

# MARYLAND DEPARTMENT OF VETERANS AFFAIRS ANNUAL REPORT

## 2016

*Reference MSAR #s: 5564 and 5667*

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State of Maryland

***Larry Hogan***

Governor

***Boyd K. Rutherford***

Lieutenant Governor

Department of Veterans  
Affairs

***George Owings***

Secretary

# 2016 ANNUAL REPORT

## A Message from Secretary George Owings

I am pleased to present the Maryland Department of Veterans Affairs 2016 Annual Report. Throughout the course of 2016 our Department has maintained its commitment to serving our veterans and families. This report provides the opportunity to share successes and ongoing efforts to improve the quality of life for our Maryland Veterans and their families.

The Maryland Department of Veterans Affairs manages five key programs with one key mission, to serve our veterans and families by ensuring they have access to the benefits and services to which they are entitled as a result of military service. Our mission is accomplished in a number of ways as evidenced in this report.

Maryland ranks #17 in total veteran population, with approximately 7% of residents having served in the US Armed Forces. Our Gulf War I and II Veterans, making up 42% of Maryland's veteran population, continue reaching out for information on how to access benefits, health care, education, and employment. Maryland's older veteran generation, having served during World War II, Korea, and the Vietnam Era, comprises approximately 37% of the population. They will increasingly need help accessing long term health care and assisted living services.

Regardless of service era, we diligently work to ensure all Maryland veterans have access to the resources and services to which they are entitled. In the coming year, we look forward to continuing our partnerships with other Federal, State, and Local Governments, as well as with community organizations, to make accessing services for our Maryland Veterans and families as seamless as possible.

Sincerely,



George W. Owings, III  
Secretary

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## Executive Summary

In accordance with §9-946 and §9-928c of the State Government Article, the Maryland Department of Veterans Affairs submits its 2016 Annual Report.

The Maryland Department of Veterans Affairs (Veterans Affairs) is a State Government Executive Department with a service mission to provide representation to the U.S. Department of Veterans Affairs via the Service and Benefits Program, to manage and operate authorized Maryland State Veteran Cemeteries and to care for memorials for the Maryland World War II, Vietnam, and Korean War Veterans, Gold Star Families Memorial Monument, and a Civil War Cemetery. The Department manages the Charlotte Hall Veterans Home, the Maryland Veterans Trust Fund and an Outreach and Advocacy Program.

According to the most recent U.S. Department of Veterans Affairs data projections, there were an estimated 423,470 veterans living in Maryland. To help address the challenges facing Maryland Veterans as they retire or return home from military service the Department continues to provide safety nets, wherever possible, to enhance services provided by the U.S. Department of Veterans Affairs and the U.S. Department of Defense. The Department continues to collaborate with other agencies to advocate on behalf of veterans and their families and diligently works to ensure that providers are informed on veteran needs and that those veterans and their families have access to benefits they have earned.

In Fiscal Year 2016, *The Service Program* submitted 4,865 disability compensation and pension claims for adjudication to the U.S. Department of Veterans Affairs. Maryland Veterans received over 29 million dollars in new/increased and one-time monthly cash benefits with support from this program. *Charlotte Hall Veterans Home* continues to provide quality assisted living and skilled nursing services to our aging and disabled veterans, along with eligible spouses. The most recent 2015 year to date census reached 90% capacity in skilled nursing and 82% capacity in assisted living. Since 2010, the *Maryland Veterans Trust Fund* has distributed over \$180,000 in grants and loans to Maryland veterans and eligible dependents.

*The Cemetery Program* is a leader among the nation, providing an average of 3,432 interments over the last three years. To ensure that Maryland Veterans and their families are aware of benefits and services, the *MDVA Outreach and Advocacy Program* attended over 240 events and meetings, speaking to over 5,500 veterans, families, and community members. The program increased its email distribution list to over 50,000 contacts.

## Maryland Department of Veterans Affairs Programs

### SERVICE PROGRAM



***“My Social Security benefits were lowered to under \$800 a month. I had no money to pay bills, rent, utilities, food, insurance, etc. My medical bills were being sent to collections, I contacted numerous organizations for assistance and no one was responding. I called the MDVA Service Program and received an immediate response and assistance in applying for benefits I earned through my service in Vietnam. As a result, I am now 100% service connected and I am entitled to VA medical care at no costs and am receiving a monetary benefit that allows me to stay in my home.”***

*–Veteran, Vietnam*

The Service Program provides assistance to the men and women who served in the United States Armed Forces, their dependents and survivors, and the general public, in obtaining benefits from the U.S. Department of Veterans Affairs, the Department of Defense, the State of Maryland, and other programs for veterans and their families. Benefits specialists are accredited by the U.S. Department of Veterans Affairs and provide representation and advocacy in a respectful manner. They can also assist the veteran community in reviewing previous U.S. Department of Veterans Affairs rating decisions.

At each of its 10 remote service centers, Benefits specialists enhance services by having direct access to U.S. Department of Veterans Affairs claims tracking systems. Access to these systems allows each service center to obtain claim status and updated information for clientele served. Offices are located statewide.

Clientele include veterans who served in World War II, Korea and Vietnam, who may present with geriatric, Alzheimer’s and dementia issues, as well as the effects of Agent Orange exposure and post-traumatic stress. Additionally, veterans of recent conflicts may present with the impact of traumatic brain injury as well as post-traumatic stress or toxic exposures. The nature of an individual contact varies greatly depending upon the needs of the individual veteran, dependent or family member.

Individual contacts may include one on one detailed interviews, involving the review of military separation or discharge documents for the purpose of determining eligibility for

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U.S. Department of Veterans Affairs programs, as well as claim development, or providing general information to family or friends of a veteran.

**In Fiscal Year 2016, the Service Program made over 110,000 contacts with veterans, dependents and survivors.**

**The Service Program submitted 4,865 disability compensation and pension claims for adjudication to the U.S. Department of Veterans Affairs on behalf of veterans, dependents and survivors.**



## **Impact:**

In Fiscal Year 2016, Maryland Veterans received over 29 million dollars in new/increased and monthly cash benefits with support from the Service Program. Economic studies indicate these monies turn over between three and seven times in a community. Using the conservative multiplier of three, this equates to a spending impact of at least 87 million dollars from the monetary benefits received by Maryland Veterans assisted by the Service Program. It should also be noted that there is no direct correlation between claims filed and benefits received in any one particular year. Many claims filed in Fiscal Year 2016 will not be adjudicated until 2017 or 2018.

Service Program Claims Filed 2013-2016			
2013	2014	2015	2016
4,737	5,138	5,287	4,865

## **Additional Benefits and Services:**

**Education:** Maryland Veterans received \$3,366,337 in education benefits from various U.S. Department of Veterans Affairs education programs in 2016.

**Power of Attorney:** The MDVA Service Program accepted representation for 2,450 veterans in 2015.

**DD214 Repository:** Since October 15, 1979, the MDVA Service Program has served as a repository of DD214s for Maryland Veterans released from active duty. In Fiscal Year 2016, 5,443 DD214s were received and processed. In coordination with the Outreach and Advocacy Program, addresses on DD214s are used to send mailings ('Welcome Home' Packets) to recent honorably discharged veterans.

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## CHARLOTTE HALL VETERANS HOME

*"The staff at Charlotte Hall gave [my father] all of the loving care that made his final year as joyful as possible. He was treated like the hero that we all knew."* -Family member of a Charlotte Hall Veterans Home Veteran resident

*"The family is eternally grateful for the quality care that you gave [my grandfather] and hope these few words convey our deep appreciation and thankfulness for all that you have done."* -Family member of a Charlotte Hall Veterans Home Resident

Located in St. Mary's County, Charlotte Hall Veterans Home (Charlotte Hall) is a 454 bed facility which provides assisted-living and skilled nursing care for Maryland Veterans and eligible spouses who are unable to take care of themselves due to age or disability.



The 'percent capacity filled' is reported below.

Charlotte Hall Veterans Home Census Data		
1 <sup>st</sup> Quarter	Census 388	86% capacity
2 <sup>nd</sup> Quarter	Census 402	89% capacity
3 <sup>rd</sup> Quarter	Census 407	90% capacity
4 <sup>th</sup> Quarter	Census 401	89% capacity

### The current 2016 Year to Date Census includes:

<i>Skilled Nursing</i>	286 available beds	272 current census	96% capacity
<i>Assisted Living</i>	168 available beds	133 current census	80% capacity

### Volunteer Services and Donations:

The strong support from volunteers continues at the Home. This year Charlotte Hall reached nearly *20,000 donated hours, which represents having an additional 9.6 full time staff.*

Through generous donations, Charlotte Hall continues to enhance the quality of care for veterans and spouses living at the Home. Of the many supporters, several groups stand out for their significant efforts this year.

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Cruisin' Southern Maryland for Veterans, comprised of many local car clubs, donated \$20,000 towards items to enhance resident's quality of life, including the installation of a large gazebo, new rehabilitation equipment, sponsorship of two facility-wide dinner/dances, and dementia-friendly improvements to the memory care units. The Davidsonville Ruritan Club, American Red Cross, Calvary United Methodist Men, Crossroads Church, and many more have also provided funds or items in support of the memory care renovation project.

Masonic Lodges from across Maryland donated almost \$10,000 towards the purchase of large televisions throughout the facility, located in day rooms and along each unit, to display a new electronic communications system.

Many community groups, including the Elks National Veterans Service Commission, Maryland Patriot Guard, and Margaret Brent Middle School have contributed to the Music & Memory Program, which provides each resident with a personalized iPod. Music is proven to bring cognitive and behavioral improvement to those suffering from dementia by tapping in to deep memories and reawakening them.

### **2016 Charlotte Hall Veterans Home Highlights**

#### **Charlotte Hall Veterans Home Anniversary**

The Home opened January 29, 1985, receiving the first five veteran residents. Charlotte Hall has now been providing care to veterans and qualified spouse for thirty-one years.

#### **Metal Roofing Replacement**

Governor Hogan visited the Home on Saturday, February 27, to participate in the ceremonial ribbon cutting acknowledging the completion of the \$1 million dollar metal roofing project. Also in attendance was First Lady Mrs. Hogan, Secretary Owings, members of the Governor's Chief of Staff office, elected officials and Veterans Home Commission members. The project included replacing 50,000 sq. ft. of standing seam metal roofing, gutters and downspouts. A one-and-a-half-inch thermal barrier was added as an upgrade in support of improved insulation. This project included all metal roofing surfaces associated with phase 1 and phase 2 construction, exceeding thirty years of service. Additionally, 80,000 pounds of removed metal was recycled.

#### **Waste Water Treatment Plant Upgrade (MD Environmental Services)**

Maryland Environmental Services completed an upgrade to the Charlotte Hall Veterans Home waste water treatment plant. This was a \$3.1 million-dollar project that included the replacement of aeration basin processing equipment with a membrane bioreactor. The plant capacity is capable of processing 67,000 gallons of waste per day. The current

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average daily processing is 45,000 gallons. The project also included new spray field piping, a separate electrical power feed from the local provider, an emergency generator and upgrade to the two waste collection/transfer pumping stations.

### **Roof-Top HVAC Unit Replacement, 'A' & 'B' Wings**

The Department of General Services approved the project request for replacement of the HVAC roof-top units located on the 'A' and 'B' wings of the facility (two units total). The project was complete in December 2016 at a cost of \$190,000.

### **Fire Alarm System Replacement Project**

The Department of General Services approved the project request for replacement of the fire alarm system. Due to the original phased construction of the building, two integrated fire alarm systems have been providing coverage. The new single replacement system includes new control panels, replacement of audible and visual alarming devices, new pull stations and now includes the Community Based Out-Patient Clinic. Installation began in August with a project cost of \$810,305. Scheduled completion is February 2017.

### **Public Safety Communications Antennas**

Charlotte Hall Veterans Home, in coordination with St. Mary's Department of Emergency Services and Technology and the Maryland Department of Information Technology, provided antenna space atop the 171-ft. tall water tower in support of the new county emergency communications system. Additional ground space was also provided near the base of the tower in support of a controls building, emergency generator and L.P. gas storage tank.

## CEMETERY AND MEMORIAL PROGRAM

***"I was married to my husband for almost 67 years and burying him at Cheltenham was a very sad time for me and his children. However, we all agreed he is at rest and will always be cared for by the Superintendent and the staff who work for the cemetery."*** –Spouse of a veteran interred at Cheltenham Veterans Cemetery

The Maryland Department of Veterans Affairs Cemetery Program maintains five (5) State veterans' cemeteries, providing a final resting place for eligible Maryland veterans and their eligible dependents. The five State Veterans Cemeteries include Crownsville in Anne Arundel County, Cheltenham in Prince George's County, Eastern Shore in Dorchester County, Garrison Forest in Baltimore County and Rocky Gap in Allegany County. The Cemetery Program also oversees a Civil War Cemetery at Rose Hill Cemetery in Hagerstown.

Since the program's inception in the mid-1970s, more than 98,000 of Maryland's veterans and their dependents have been interred at our five veterans' cemeteries. This requires

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the Maryland Department of Veterans Affairs not only to conduct burial services, but also provide perpetual care on the ever-increasing expansion of grave sites within the system in accordance with National Cemetery Standards. *The Maryland Department of Veterans Affairs is a leader among the nation in State veteran's cemeteries with three out of the five cemeteries among the top ten busiest cemeteries in Fiscal Year 2016.* The State Cemetery program in the past nine years has conducted the highest number of interments of state veteran's cemetery programs throughout the nation.



The facilities provide interment services during the normal business week (Monday through Friday) and are open to the public 365 days a year. The Cemetery Program maintains and operates the cemeteries, sets the eligibility requirements for burial and manages the day-to-day operations and records. There was an average of 3,432 interments annually over the past three years. The annual interment rate represents 30% of Maryland veteran's deaths.

Interment is the most important function carried out in the cemetery where the honor and dignity of our veterans and their families is ensured. The operations and maintenance personnel provide perpetual care to ensure that our State Veterans Cemeteries are maintained as national shrines, dedicated to preserving the history of our nation and state, nurturing patriotism and honoring the service and sacrifice veterans and their families have made.

Cemetery Program Interments 2013-2016			
2013	2014	2015	2016
3,353	3,311	3,385	3,432

## 2016 Cemetery Program Highlights

- Design phase for FY17 expansion projects at Garrison Forest and Cheltenham Cemeteries has begun, total cost of the project is more than 20 million dollars
- Design phase complete for expansion projects at Eastern Shore and Rocky Gap Cemeteries, total project cost will be more than 5 million dollars (100% refunded grant money from the U.S. Department of Veterans Affairs State Cemetery Grant Program)

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- The Crownsville Master Plan and Expansion Phase III project was approved for \$8,097,306.00 by the State Cemetery Grants Program. Expected completion March 2017
- Memorial Day and Veterans Day events conducted at all five Maryland State Veterans Cemeteries
- Wreaths Across America events were conducted at all five Maryland State Veterans Cemeteries and the Vietnam Veterans Memorial

## Cheltenham Veterans Cemetery

- Old awning at shelter removed; procurement begun to replace with new awning
- External and internal front lights repaired at Avenue of Flags
- Curbs painted yellow throughout cemetery (Volunteer Committee)
- New site dumper purchased to facilitate National Shrine Standard
- Granite section marker post installed
- National Cemetery organizational assessments and improvements requirements met
- Avenue of Flags completed

## Crownsville Veterans Cemetery

- Dead trees removed from cemetery grounds
- All headstones raised in areas 5 and 6
- Lowering device purchased for preplaced crypt burials
- Excess stockpile removed for view enhancement
- Fence line cleared of fallen limbs and over growth

## Eastern Shore Veterans Cemetery

- Trees planted at the Blue Star Marker by The Federated Garden Club of Maryland
- Reconstruction and reception desk purchased by Cemetery Committee
- Twelve wooden benches replaced with composite wood by Cemetery Committee
- Sky-light roof installed by the Department of General Services to prevent future leakage at shelter

## Garrison Forest Veterans Cemetery

- New computers installed for staff
- Veterans monument from closed VFW Post relocated to front of bell tower
- More than 700 headstones and vases raised and realigned
- More than 900 established gravesites regraded and reseeded

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- New water filtration system installed in administration building
- New soil stockpile created at Rosewood facility
- New gas line installation completed by Columbia Gas

## Rocky Gap Veterans Cemetery

- 130 new gravesites and 75 established gravesites leveled
- More than 850 headstones realigned and leveled
- Limbs pruned to improve appearance, reduce potential vectors for insect and disease damage, and meet VA standards
- New drainage installed to improve gravesite appearance and accessibility

## MEMORIALS AND MONUMENTS

The Maryland Department of Veterans Affairs Cemetery and Memorial Program has



responsibility for the following memorials:

- World War II Memorial in Annapolis
- Korean War Memorial in Baltimore
- Vietnam Veterans Memorial in Baltimore
- Gold Star Families Memorial Monument in Annapolis
- War Memorial Building in Baltimore - Joint responsibility with the City of Baltimore

In recognition of those who served and those who made the ultimate sacrifice to secure our freedom and democracy, the memorials are open 365 days a year.

## 2016 Memorial Highlights

- Gold Star Families Memorial Monument dedicated on Veterans Day
- Over 20 patriotic events held at the memorials, including Memorial Day, Veterans Day, and other special commemorations
- Major shrub pruning project completed at the World War II Memorial with the assistance of the Anne Arundel County Volunteer Bureau, Naval Academy volunteers, Anne Arundel Community College and others

## MARYLAND VETERANS TRUST FUND

Since its inception in 2010, The Maryland Veterans Trust Fund (Trust Fund), has received more than \$238,000 in donations. In 2016, the Trust Fund received \$68,575 from the Maryland Lottery. Recent legislation now allows individuals to donate to the Trust Fund

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through the Hollywood Casino in Perryville. Donations through the Casino this year totaled \$1,088. The Trust Fund has distributed more than \$180,780 in grants and loans to Maryland veterans and eligible dependents in need of financial assistance. With authorization by the Maryland General Assembly, the Trust Fund acquired 501(c)3 status in 2014, permitting the Trust Fund to procure more donations and help more veterans in need.

## OUTREACH AND ADVOCACY

Outreach & Advocacy's (Outreach) mission is to develop innovative ways to seek out and inform Maryland's veterans about benefits, services, and incentives that are available from federal, state and local agencies and solicit feedback from veterans regarding their needs for additional services.

### **Traditional Outreach Strategies:**

In 2016, with a staff of two, Outreach continued to build upon the established model of reaching out to veterans and families through attendance at community events. The Outreach Program attended 243 outreach meetings and events, an increase from 133 in 2015. Over 5,500 veterans, family members, and community members were addressed face to face as a group or spoken with individually to educate and answer questions regarding benefits and services, compared to 4,100 in 2015.

### **E-Outreach Strategies:**

The Department's website, [veterans.maryland.gov](http://veterans.maryland.gov), is managed by Outreach. The site has been streamlined to give users quick access to information, from both a desktop and mobile/handheld device. The website gives users access to a wide variety of local, state, and federal resources pertaining to, but not limited to, employment, health care, housing, and benefits.

**In 2016, the MDVA website received 111,638 visits, 9% increase from the 101,362 visits in 2015.**

**Of the 231,096 (an increase from 223,402 in 2015) individual page views, the top five landing pages on the site were:**

- Home Page (62,305)
- Tax Benefits (22,421)
- Cemetery and Memorial Program (12,342)
- Service Program (12,740)
- Housing (6,884)

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Constant Contact, an online marketing tool, is used by Outreach to maintain email addresses and to share information. With support from the Maryland Department of Transportation and Department of Labor, Licensing and Regulation, as well as traditional outreach, the email list grew from 33,598 to 50,297 contacts in 2016. *Since 2013, the number of subscribers has grown from 7,500 to over 50,000.* Constant Contact provides a forum to share job related information and general news and announcements with the veteran and provider community.

In 2016, 21 issues of the bi-weekly Department electronic newsletter were distributed, providing articles of interest, photos, as well as Department and partner news. Over 185,000 copies of the newsletter were opened, compared to 120,000 in 2015. In 2016, 31 emails sent to contacts were 'Jobs for Maryland Veterans' or special Department job announcement emails. Over 132,000 copies of job related emails were opened.

Out of 92 bulk emails sent, the remaining consisted of flag lowering notices, and time sensitive announcements or updates.

In addition, the Outreach program *received and personally responded to over 270 emails to the [mdveteransinfo@maryland.gov](mailto:mdveteransinfo@maryland.gov) contact us email account.* This number does not account for the growing number of inquiries and questions sent to Outreach staff members individual Maryland.gov email accounts.

With Facebook and Twitter, the Outreach Program continues to expand its use of social media. Facebook currently has 2,168 'Likes', an increase from 1,239 in 2013. *In 2016, a total of 156 Facebook posts reached over 58,000 Facebook followers,* enabling Outreach to share more information on resources available to Maryland veterans. Twitter is used in conjunction with Facebook to tweet updates and news @MDVeterans. The Department has 1,176 followers on Twitter, an increase from 464 in 2013.

Via the eBenefits information system, the U.S. Department of Veterans Affairs enables veterans and dependents to request information from their state veterans affairs offices. *In 2016, Outreach responded to over 1,200 e-benefits requests for information.*

### **Mailings and Written Publication Outreach Strategies:**

In continuing support of returning Maryland veterans, *Outreach mailed 2,350 new veteran informational packets in 2016.* Mailings include U.S. Department of Veterans Affairs and state program information pertaining to, but not limited to, health care, employment and mental health services. *The most comprehensive Veterans State Benefits and Services Guide was designed and printed in June 2016. The Guide, taken from 8 to 40 pages in length*

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*includes more information on benefits and services than ever before.* A total of 40,000 guides were printed. The majority of copies were distributed via mail or at outreach events. The Guide remains available on the Department's website.

## 2016 Outreach & Advocacy Program Highlights

- over 116,400 individual contacts at events or via phone
- 111,638 website visits
- 50,000 email distribution subscribers
- over 2,350 'Welcome Home' packets mailed
- over 1,200 eBenefits email requests for information
- over 30,000 copies of the Benefits and Services Guide distributed
- 156 Facebook posts reaching over 58,000 Facebook followers

Outreach Program Growth 2013-2016				
	2013	2014	2015	2016
<i>Events attended</i>	31	57	133	243
<i>Face to face contacts</i>	4,579	9,232	4,100	5,500
<i>Email distribution</i>	15,860	22,618	33,598	50,297
<i>Facebook likes/reach</i>	1,239/not tracked	1,574/13,000	1,862/71,000	2,168/58,000
<i>Twitter followers</i>	464	739	965	1,176
<i>Welcome home packets sent</i>	1,974	4,012	2,500	2,350
<i>Website visits</i>	11/13-12/13 4,169	91,589	101,362	111,638
<i>Resource guides distributed</i>	No copies	30,000	10,000	30,000

## INITIATIVES

### **Employment and Employer Support**

The Department continues with its *Operation Hire Maryland* employer engagement initiative. The initiative now has over 130 employers registered to participate in support of creating a statewide veteran friendly business network. Three employer networking meetings were held in 2016, with meetings hosted by Farmers Insurance, PNC Bank and Strategic Health Solutions, and a third hosted by CareFirst. The Department continues to share jobs via a Jobs for Maryland Veterans email, sent bi-weekly to its email distribution.

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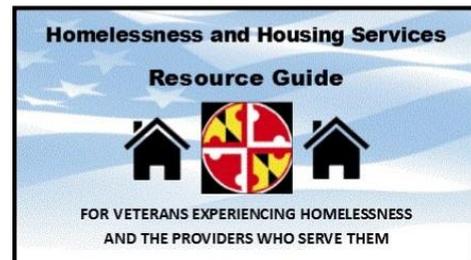
## Small Business

The Department continues to collaborate with the Department of Commerce on the *Veteran Owned Small Business No-Interest Loan Program*. A copy of solicitation notices for procurements with the *Veteran Small Business Enterprise goal* are shared on the Department website.

## Homelessness

Recognizing the need to improve the quality of life for our most vulnerable veterans, Outreach continues its' participation on the Maryland Interagency Council on Homelessness and serves as the Chair of the Veterans Work Group. The work group continues its work to improve the range, availability, and coordination of housing and services necessary to end veteran's homelessness.

*The Work of Continuums of Care with Veterans Experiencing Homelessness Survey* results helped to define the 2016 goals for the veterans work group. Continuum of Care leads for Maryland were trained in housing resources for homeless veterans and a Homelessness and Housing Resource Guide for veterans experiencing homelessness was created for distribution across the State.



## Suicide Prevention Awareness



Outreach collaborated with federal, state, and community partners to spearhead a messaging campaign during September's Suicide Prevention Awareness Month. Joining with the Department on this initiative was the Ft. Meade Suicide Prevention Program, U.S. Department of Veterans Affairs Suicide Prevention Program, Maryland Governor's Commission on Suicide Prevention, Maryland National Guard Psychological Health Program, as well as Maryland's Commitment to Veterans, Team Red, White & Blue Annapolis, Platoon 22, NAMI-Maryland and the American Foundation for Suicide Prevention Maryland Chapter.

During September, a boots memorial, on loan from Platoon 22, travelled to more than 10 locations along with resources for wellness and behavioral health. A culminating event brought together the veteran community and community resources for fellowship and to view the documentary Project 22.

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## Commissions/Boards

The following commissions/boards advise the Secretary of the Maryland Department of Veterans Affairs in various areas.

### MARYLAND VETERANS COMMISSION

The Maryland Veterans Commission advises the Secretary on all issues relating to veterans, including veteran related legislation with meetings held quarterly. Individuals may be called upon to represent the Department at speaking engagements for commemorative events, present Governor's Proclamations on Veterans Day and Memorial Day ceremonies, and provide recommendations when changes are requested for the Cemetery & Memorial Program.

The Commissioners represent veteran groups and the eight congressional districts in the State. Commissioners are appointed to five-year terms by the Governor, who also names the Chair. The following organizations or categories are represented:

American Ex POWs	Korean War Veterans Association, Inc.	Pearl Harbor Survivors Association (Honorary nonvoting member)
American Veterans AMVETS	Marine Corps League	Polish Legion of American Veterans
Catholic War Veterans	Maryland Officer's Association	The American Legion
Paralyzed Veterans of America	Member at Large	The Retired Enlisted Association
Disabled American Veterans	Military Order of the Purple Heart	Iraq/Afghanistan War Veteran
Fleet Reserve Association	National Association of Black Veterans	Veterans of Foreign Wars
Jewish War Veterans	Vietnam Veterans of America	Women Veterans

### MARYLAND VETERANS HOME COMMISSION

The Maryland Veterans Home Commission advises the Department on issues relating to State veteran homes and interacts with veterans and other organizations to disseminate information concerning Charlotte Hall Veterans Home, in St. Mary's County, the only State veteran home facility in Maryland. The Commission has fourteen members and meets quarterly. Eleven members are named to five-year terms by the Governor with Senate advice and consent. Three members serve ex-officio, representing the Governor, Speaker of the House and President of the Senate.

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## MARYLAND MILITARY MONUMENTS COMMISSION

The Governor's Commission on Maryland Military Monuments was moved to the Maryland Department of Planning in late 2016.

## WAR MEMORIAL COMMISSION

The War Memorial Commission shares custody and supervision of the War Memorial Building and the War Memorial Plaza with the City of Baltimore. Both were erected in 1927 in Baltimore to honor Marylanders who died in World War I. The War Memorial Building lies directly across from City Hall. The Memorial welcomes approximately 2,900 visitors each month. Maintenance costs are shared equally by the State of Maryland and the City of Baltimore. The Commission meets quarterly and consists of ten members who serve five-year terms; five are appointed by the Secretary of Veterans Affairs with the Governor's approval, and five by the Mayor of Baltimore.

## MARYLAND COLLEGE COLLABORATION FOR STUDENT VETERANS COMMISSION

The MDVA Secretary or his/her designee is appointed and serves as a member of this Commission.

## MARYLAND GOVERNOR'S COMMISSION ON SUICIDE PREVENTION

The MDVA Secretary or his/her designee is appointed and serves as a member of this Commission.

## MARYLAND INTERAGENCY COUNCIL ON HOMELESSNESS

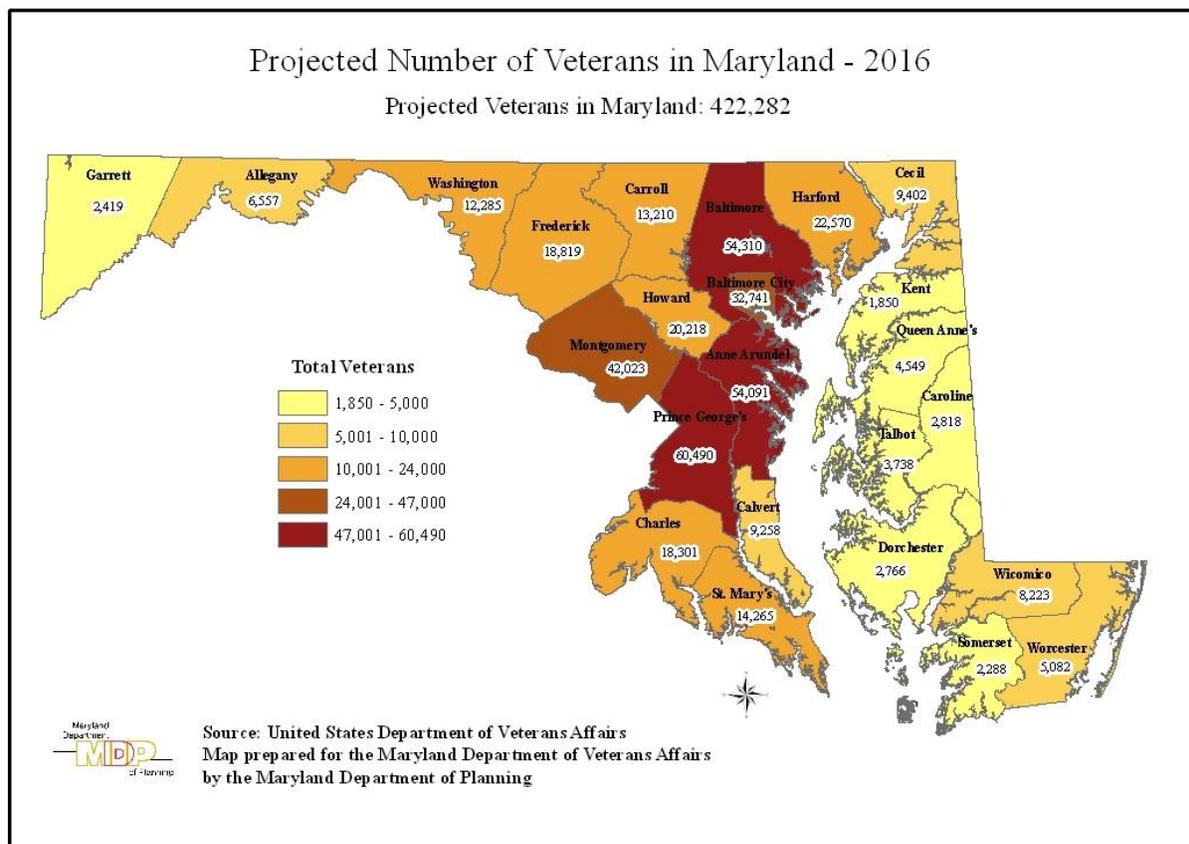
The MDVA Secretary or his/her designee is appointed and serves as a member of this Council.

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## Attachments

- 1.1 Map: Projected Number of Veterans in Maryland in 2016
- 1.2 Maryland Veteran Demographics
- 1.3 Table: 2015 Projected Number of Veterans by County
- 1.4 Key Performance Measures for Veterans Represented by the Department

### ATTACHMENT 1.1



**\*Note: Numbers contained on the map are a projection only**

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## ATTACHMENT 1.2

<b>Maryland Veteran Demographics</b>	
<b>Veteran Population</b>	423,470
<b>Wartime Veterans</b>	321,840
<b>Gulf War (includes OIF/OEF/OND)</b>	175,799
<b>Vietnam Era</b>	119,740
<b>Korean Conflict</b>	25,484
<b>World War II</b>	12,958
<b>Peacetime</b>	101,630
<b>Veterans age 65 and over</b>	173,000
<b>Female</b>	58,000
<b>Male</b>	372,446
<b>Veterans receiving disability compensation</b>	76,708
<b>Veterans receiving pension</b>	3,304
<b>Dependency &amp; Indemnity Compensation Beneficiaries</b>	6,124
<b>Death Pension Beneficiaries</b>	2,334
<b>Veterans enrolled in the VA Health Care System</b>	149,412

Sources: Demographics: VA Office of Actuary, VetPop 2014, as of September 30, 2015; VHA Office of Policy and Planning VAST data FY15Q4; National Center for Veterans Analysis and Statistics

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## ATTACHMENT 1.3

2016 Projected Number of Veterans by County			
<b>Allegany</b>	<b>6,557</b>	<b>Howard</b>	<b>20,218</b>
<b>Anne Arundel</b>	<b>54,091</b>	<b>Kent</b>	<b>1,850</b>
<b>Baltimore</b>	<b>54,310</b>	<b>Montgomery</b>	<b>42,023</b>
<b>Calvert</b>	<b>9,258</b>	<b>Prince George's</b>	<b>60,490</b>
<b>Caroline</b>	<b>2,818</b>	<b>Queen Anne's</b>	<b>4,549</b>
<b>Carroll</b>	<b>13,210</b>	<b>St. Mary's</b>	<b>14,265</b>
<b>Cecil</b>	<b>9,402</b>	<b>Somerset</b>	<b>2,288</b>
<b>Charles</b>	<b>18,301</b>	<b>Talbot</b>	<b>3,738</b>
<b>Dorchester</b>	<b>2,766</b>	<b>Washington</b>	<b>12,285</b>
<b>Frederick</b>	<b>18,819</b>	<b>Wicomico</b>	<b>8,223</b>
<b>Garrett</b>	<b>2,419</b>	<b>Worcester</b>	<b>5,082</b>
<b>Harford</b>	<b>22,570</b>	<b>Baltimore City</b>	<b>32,741</b>

Sources: Demographics: VA Office of Actuary, VetPop 2014, as of September 30, 2015; VHA Office of Policy and Planning VAST data FY15Q4; National Center for Veterans Analysis and Statistics

## ATTACHMENT 1.4

Key Performance Measures for Veterans Represented by Maryland Department of Veterans Affairs (Fiscal Year 2016)	
<b>Inputs</b>	
<b>Potential # of Veterans to be Served</b>	423,470
<b>Number of Veteran Contacts</b>	116,491
<b>Outputs</b>	
<b>Claims filed and developed on behalf of service connected disabled veterans</b>	4,865
<b>Outcomes</b>	
<b>Total of awards to veterans and survivors represented by MDVA</b>	\$29,154,390

# 2016 ANNUAL REPORT

## Agency Information

***George W. Owings, III***

Secretary

***Katie Sonntag***

Executive Assistant

***Phil Munley, Director***

Service and Benefits Program

***Sharon Mattia, Director***

Charlotte Hall Veterans Home

***Chris Piscitelli, Director***

Cemetery and Memorial Program

***Dana Hendrickson, Director***

Outreach and Advocacy Program

***Mark Hendricks, Grant Administrator***

Maryland Veterans Trust



16 Francis Street, Fourth Floor

Annapolis, MD 21401

Tel 410-260-3838

Fax 410-216-7928

[www.veterans.maryland.gov](http://www.veterans.maryland.gov)



***The Maryland Department of Veterans Affairs is a State Government Executive Department with a service mission to assist veterans, active duty service members, their families and dependents, in securing benefits earned through military service. Under the Department of Veterans Affairs are four major programs: the Veterans Cemetery and Memorial Program; Charlotte Hall Veterans Home; the Veterans Service and Benefits Program and the Outreach and Advocacy Program.***